

CargoON Premium Support

Be invited to succeed!

Premium Support

is a dedicated service for advanced and individually tailored work with the platform. We offer a service that will allow you to use all configuration and automation options to save your time and resources.

As Premium Customer you are gain access to the unique sessions with CargoON experts.

Premium Support or Online Support?

After the ramp-up period the decision is yours! Check the differences and decide which option is for you.

PREMIUM SUPPORT	ONLINE SUPPORT
Online HelpCenter available directly via the platform or the website https://help.trans.eu/	Online HelpCenter available directly via the platform or the website https://help.trans.eu/
Chat with Customer Agent through online messenger for basic FAQs	Chat with Customer Agent through online messenger for basic FAQs
SLA: initial response within next business day	No SLA: best effort
Dedicated Customer Success Manager	Generic contact: generic email
Dedicated Communication Channel through unique email & phone	×
Solution Sessions, Training Sessions and Feedback Sessions with CargoON's experts for usage maximization and best practices sharing for you and your partners (to your connected third parties)	×
Market Review Sessions for sharing valuable insights within your organization about market trends	×

Premium Support is perfectly tailored for your business!

Solution and training sessions are designed to get the most out of the CargoON platform by encouraging knowledge sharing between all stakeholders in your organisation and maximising the use and sharing of best practices.

It is the state-of-the-art support requested by the key users who want to benefit from the full potential of the CargoON platform.

Session type	Topics	Who is invited
Solution Session with Q&A	Business scenarios and case studies presentation to help improve your daily routine and solve your challenges	Dedicated to any CargoON platform key user from one single entity.
Training Session with Q&A	Dedicated trainings upon key user request.	Master Class for key users and up to simultaneously 3 other active users and is open to all key users from different entities.

Your opinion matters!

Feedback sessions are the best place to bring new ideas forward for improvement and share actionable feedback that leads to product innovation.

Market review sessions are mainly dedicated for C-levels & leaders (supply chain, procurement, financial) who want to be up to date on the market situation and better understand the challenges of road transport.

Session type	Topics	Who is invited
Feedback session	Exclusive exchange with our product experts. Your valued opinion is important to us. Influence development with your feedback	Dedicated to key users
Market review session	Market InsightsON by CargoON. Valuable Transport Market analysis trends and Insights Review presented by our business consulting experts.	Dedicated to CargoON Platform key users plus an extra invitation for a colleague. We recommend to invite colleagues involved in Freight Spend control like Procurement or Finance.

Your Support Team



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